

# PMHQ Investor Newsletter

## ONLINE PORTAL

J

We hope that you have had an opportunity to log on [www.pmhq.com.au](http://www.pmhq.com.au) and login to the owner portal. If you haven't or are having difficulties or need assistance please call or email Kelley so that we can help. We would love for you to be able to access this site 24/7 or at anytime that you need information.

U

We have received some comments in relation to the portal especially from clients with multiple properties. One question being "is it possible to just have 1 login as opposed to a different login for each property". We are working on an option for 1 login for each multiple owner & will advise these instructions for you as soon as possible, if we can make this process easier for you we will try and make it possible with the technical support team from Rockend FileSmart. New login instructions will be advised shortly. In the meantime please use the logins already provided.

I

y

We have also received many comments from your tenants who are able to log on and see where they are paid too, and see if they have any invoices outstanding such as water invoices. We have noticed that this is definitely being utilised by the tenants and they are now even more aware of the rent status without receiving texts, emails or letters from us if they are not up to date.

By providing this value added service we have noticed in the space of 2 weeks our arrears status is sitting at 0.8% arrears which is great news! That means the tenants that struggled to pay rent or water on time, and perhaps couldn't work out if they paid or didn't pay can check their file and pay promptly. This is proof that the Online Portal service was a great choice in advancing our software and spending money to improve our service to you.

2

Please be certain to pass on any feedback to Kelley that you have in relation to our services as we are always trying to make things more streamlined as possible.

## OWNER STATEMENT INTRODUCTION

0

Welcome to our new an improved way of receiving Owner Statements and invoices! As with any new product, it may come with some transition problems, (of course we would love this process to run smoothly first go!) so should you have any issues or concerns, please contact Kelley on 0400 454 531 or email [kelley@pmhq.com.au](mailto:kelley@pmhq.com.au)

1

Our previous practice was any invoices were attached to your owner statement when the invoice was paid. It will now be attached to your Owner Statement at the end of the month when the invoice has been entered for payment. Thank you for your patience through this process.

4

Please note: If you would still like to receive a paper statement in the standard mail, please advise our office so we can arrange a mailed statement if required. But we are really trying to become a streamlined paperless office, but will cater for clients that do prefer we print & post, rather than you save the PDF file or obtain the information from the portal.